Sample Reports

The following sample reports will help illustrate the scope of the Telecom Billing System. The Telecom Billing System reports can be generated to a number of output devices and formats including screen, printer, and files that support RTF, HTML, and Microsoft Snapshot formats.

The Telecom Billing System has an extensive import and export capability. Importing and exporting of data is user definable and the data can be filtered to allow for everything from a bulk transfer of data to a specific subset. Data formats include dBase IV, Microsoft Access, Microsoft Excel, text files (CSV & fixed), and other ODBC data sources.

The Telecom Billing System reports will help you to:

- Assess your selected service/carrier rates,
- Optimize your network,
- Indicate the true costs of doing business with individual clients or within all sub-units of the organizational hierarchy, and

Maximize your organizational efficiency by:

- creating up-to-date customer and employee directories,
- identifying abuse,
- pinpointing toll fraud, and
- providing employee performance statistics.

Extension Detail Report

The Extension Detail Report is one of the largest and most informative of all the Telecom Billing System reports. It provides details on individual calls by extension. Sort and filter this report to detail exact criteria. For instance, this report is filtered so that it details all of the calls made from extension 207 on September 1, 1999.

Sample Company

Extension Detail Report

Time/Date:

Ext.: 207 - Smith, John
Organizational Position: Engineering / Head Office

Digits Dialed	Location			Direction	Date	Time	Dur.	Cost	Route	Comment
416 555-2115	TORONTO	ON	CAN	Outgoing	Sep 1 1999	10:17	4:18	0.00	LOC	Local
1 613 555-4607	BELLEVILLE	ON	CAN	Outgoing	Sep 1 1999	10:43	3:54	1.60	DDD	National
416 555-7890	TORONTO	ON	CAN	Outgoing	Sep 1 1999	11:27	4:18	0.00	LOC	Local
905 555-3312	OAKVILLE	ON	CAN	Outgoing	Sep 1 1999	13:12	0:36	0.00	LOC	Local
416 555-7410	TORONTO	ON	CAN	Outgoing	Sep 1 1999	13:14	1:06	0.00	LOC	Local
1 954 555-3411	FTLAUDERDL	FL	USA	Outgoing	Sep 1 1999	13:24	1:12	1.08	DDD	National
1 972 555-1152	ADDISON	TX	USA	Outgoing	Sep 1 1999	13:25	5:12	3.24	DDD	National
1 847 555-5030	ROSELLE	IL	USA	Outgoing	Sep 1 1999	13:34	3:12	2.12	DDD	National
1 519 555-7898	KITCHEWTRL	ON	CAN	Outgoing	Sep 1 1999	13:40	0:48	0.32	DDD	National
1 800 555-1234				Outgoing	Sep 1 1999	13:41	0:30	0.00	800	Toll Free
416 555-7188	TORONTO	ON	CAN	Outgoing	Sep 1 1999	13:42	1:30	0.00	LOC	Local
1 847 555-5211	ROSELLE	IL	USA	Outgoing	Sep 1 1999	14:43	1:30	1.06	DDD	National
416 555-2111	TORONTO	ON	CAN	Outgoing	Sep 1 1999	15:17	0:36	0.00	LOC	Local
905 555-3214	OAKVILLE	ON	CAN	Incoming	Sep 1 1999	12:30	5:04	0.00	DID	
416 555-4578	TORONTO	ON	CAN	Incoming	Sep 1 1999	16:47	13:02	0.00	DID	

Ext: 207 — Summary

	INCOMING					OUTGOING					TOTALS				
CostField	Call	Time	Min/Ca	Cost	$/Call	Call	Time	Min/Ca	Cost	$/Call	Call	Time	Min/Ca	Cost	$/Call
DDD	0	0:00	0:00	0.00	0.00	6	15:48	2:38	9.42	1.57	6	15:48	2:38	9.42	1.57
Local	0	0:00	0:00	0.00	0.00	6	12:24	2:04	0.00	0.00	6	12:24	2:04	0.00	0.00
DID	2	18:06	9:03	0.00	0.00	0	0:00	0:00	0.00	0.00	2	18:06	9:03	0.00	0.00
1-800 Service	0	0:00	0:00	0.00	0.00	1	0:30	0:30	0.00	0.00	1	0:30	0:30	0.00	0.00
	2	18:06	9:03	0.00	0.00	13	28:42	2:12	9.42	0.72	15	46:48	3:07	9.42	0.63

Total # of Calls: 15 **Total Minutes:** 46.80 Total Cost $9.42

P.S.T$0.75
G.S.T$0.66

Total with Taxes $10.83

Reviewed By: _____ Approved By: _____

Extension Roll-up Summary Reports

These reports provide roll-up summaries of the telephone usage costs for specific levels in the Organizational Hierarchy Database. They list each person and immediate sub-unit attached at each level. All extensions and employees that are unassigned are listed only in the highest level summary report of the organizational hierarchy.

The two reports shown below are Department and Division Extension Summary Reports, which are default levels on the Telecom Billing System Organizational Hierarchy Database. Depending on how you have customized your Organizational Hierarchy Database, the report name will differ.

Sample Company

Department Extension Summary

MM/DD to MM/DD

Time/Date:

Organizational Position : ORG / Oakville / Sales

387 SMITH, ANDREW	**Calls**	**Duration**	**Cost**	**VDP**	**P.S.T.**	**G.S.T.**	**Off-End Tax**	**Total Cost**
DDD	1	0:36	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	1	0:36	0.00	0.00	0.00	0.00	0.00	0.00
332 BROWN - MODEM, JOHN	**Calls**	**Duration**	**Cost**	**VDP**	**P.S.T.**	**G.S.T.**	**Off-End Tax**	**Total Cost**
DDD	16	3:00:18	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	16	3:00:18	0.00	0.00	0.00	0.00	0.00	0.00

324 JONES, KEVIN	**Calls**	**Duration**	**Cost**	**VDP**	**P.S.T.**	**G.S.T.**	**Off-End Tax**	**Total Cost**
DDD	213	9:25:04	6.23	0.00	0.50	0.44	0.00	7.17
	1	0:38	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	214	9:25:42	6.23	0.00	0.50	0.44	0.00	7.17

TOTALS	**231**	**12:26:36**	**6.23**	**0.00**	**0.50**	**0.44**	**0.00**	**7.17**

Reviewed By: _____ Approved By: _____

Sample Company

Division Extension Summary

MM/DD to MM/DD

Time/Date:

Organizational Position : ORG / Oakville

Sales	**Calls**	**Duration**	**Cost**	**VDP**	**P.S.T.**	**G.S.T.**	**Off-End Tax**	**Total Cost**
DDD	3355	154:16:11	383.79	0.00	30.58	26.76	0.00	441.13
	13	35:10	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	3368	154:51:21	383.79	0.00	30.58	26.76	0.00	441.13
Admin	**Calls**	**Duration**	**Cost**	**VDP**	**P.S.T.**	**G.S.T.**	**Off-End Tax**	**Total Cost**
DDD	2117	82:51:01	114.05	0.00	9.12	7.98	0.00	131.16
	11	8:26	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	2128	82:59:27	114.05	0.00	9.12	7.98	0.00	131.16

TOTALS	**5496**	**237:50:48**	**497.84**	**0.00**	**39.70**	**34.74**	**0.00**	**572.29**

Reviewed By: _____ Approved By: _____

Authorization Code Detail Report

For Meridian 1's that support authorization codes, the Authorization Code Detail Report lists calls made by employees based on their authorization codes. Each extension begins a new page, and shows all the calls an employee made at other extensions using his or her authorization code. The report also shows all the calls that were made on the employee's own extension. The Telecom Billing System never prints your authorization code; it only prints the extension from which the call was made (if different from the caller's own).

Sample Company

Authorization Code Detail Report

MM/DD

Time/Date:

SMITH, NOEL
Organizational Position: ORG \ Toronto \ Sales

Extension	Direction	Digits Dialed	Location	Date	Time	Duration	Cost	Route	Comment
205	Outgoing	1 972 555-5000	GRAND PRAR TX USA	Jan 10 1999	15:32	0:30	0.13	DDD	National
205	Outgoing	1 904 555-6000	JACKSONVL FL USA	Jan 10 1999	10:02	28:06	7.03	DDD	National
201	Outgoing	011 41 555 1234	LUCERNE SWITZERLAND	Jan 10 1999	16:37	10:15	15.12	DDD	International

SMITH, NOEL **Summary**

	INCOMING					OUTGOING					TOTALS				
Cost Field	Calls	Duration	Dur/Call	Cost	$/Call	Calls	Duration	Dur/Call	Cost	$/Call	Calls	Duration	Dur/Call	Cost	$/Call
DDD	0	0:00	0:00	0.00	0.00	3	38:51	12:57	22.28	7.43	3	38:51	12:57	22.28	7.43
	0	0:00	0:00	0.00	0.00	3	38:51	12:57	22.28	7.43	3	38:51	12:57	22.28	7.43

Total # of Calls: 3 Total Minutes: 38.85

Total Cost	22.28
Volume Discount	0.00
Total after discount	22.28
P.S.T.	1.78
G.S.T.	1.56
Total with Taxes	25.62

Reviewed By: _____ Approved By: _____

Account Code Detail Report

The Account Code Detail Report provides details on calls made with your company's assigned account codes. This can be used to identify client interaction with employees. Calls with account codes do not appear on the Extension Detail Report unless you specify them through the Reporting Options function. Each page in this report displays calling information for a specific account code including the client or project name assigned to it. At the end of each account code and extension, a summary by Cost Fields is provided.

Sample Company

Account Code Detail Report

Time/Date:

Sample Company
Organizational Position: ORG

Account: 54321

Extension	Direction	Digits Dialed	Location	Date	Time	Duration	Cost	Route	Comment
205	Outgoing	1 904 555-6543	JACKSONVL FL USA	May 1 1999	10:02	28:06	7.03	DDD	National
205	Outgoing	1 972 555-5432	GRAND PRAR TX USA	May 1 1999	15:32	0:30	0.13	DDD	National
201	Outgoing	011 41 555 1234	LUCERNE SWITZERLAND	May 1 1999	16:37	10:15	15.12	DDD	International

Sample Company **Summary**

	INCOMING					OUTGOING					TOTALS				
Cost Field	Calls	Duration	Dur/Call	Cost	$/Call	Calls	Duration	Dur/Call	Cost	$/Call	Calls	Duration	Dur/Call	Cost	$/Call
DDD	0	0:00	0:00	0.00	0.00	3	38:51	12:57	22.28	7.43	3	38:51	12:57	22.28	7.43
	0	0:00	0:00	0.00	0.00	3	38:51	12:57	22.28	7.43	3	38:51	12:57	22.28	7.43

Total # of Calls: 3 Total Minutes: 38.85

Total Cost	22.28
Volume Discount	0.00
Total after discount	22.28
P.S.T.	1.78
G.S.T.	1.56
Total with Taxes	25.62

Reviewed By: _____ Approved By: _____

Exception/Chronological Report

The Exception/Chronological Report contains calls placed in the order in which they are listed in the Call Database (generally in chronological order). Use this report to isolate calling line activity for a specific time period.

By activating combinations of selected filters in the Select Report Filters function you can identify unusual calling patterns and potential fraud. For example, you may wish to view a report for only the current day, but you have collected call records for the previous week. You can use the Report Filters function to select the most recent day for this report. The report below is filtered to list all calls over $20.00.

MDR Oakville

Exception/Chronological Report

Calls over $20.00

Time/Date:

Extension	Direction	Digits Dialed	Location	Date	Time	Duration	Cost	Route	Comment
206	Outgoing	011 5255555000	MEXICO INT	May 3	13:43	14:18	21.16	DDD	International
374	Outgoing	1 516 555-2000	HICKSVILLE NY USA	May 14	13:36	1:50:30	27.63	DDD	National
203	Outgoing	1 517 555-1230	JACKSON MI USA	May 19	10:12	1:20:06	20.03	DDD	National
262	Outgoing	1 403 555-2546	CALGARY AB CAN	May 19	14:02	1:53:00	22.60	DDD	National
317	Outgoing	1 313 555-8719	DETROIT MI USA	May 19	12:07	4:34:48	68.70	DDD	National
317	Outgoing	1 313 555-4519	DETROIT MI USA	May 20	9:34	2:41:00	40.25	DDD	National
343	Outgoing	1 323 555-5100	LOSANGELS5 CA USA	May 20	14:56	2:35:30	38.88	DDD	National
330	Outgoing	1 954 555-4000	FTLAUDERDL FL USA	May 21	11:11	3:26:54	51.73	DDD	National

Exception/Chronological Report Summary

	INCOMING					OUTGOING					TOTALS				
Cost Field	Calls	Duration	Dur/Call	Cost	$/Call	Calls	Duration	Dur/Call	Cost	$/Call	Calls	Duration	Dur/Call	Cost	$/Call
DDD	0	0:00	0:00	0.00	0.00	8	18:36:06	2:19:31	290.98	36.37	8	18:36:06	2:19:31	290.98	36.37
	0	0:00	0:00	0.00	0.00	8	18:36:06	2:19:31	290.98	36.37	8	18:36:06	2:19:31	290.98	36.37

Total # of Calls: 8

Total Minutes: 1116.10

Total Cost	290.98
Volume Discount	0.00
Total after discount	290.98
P.S.T.	23.28
G.S.T.	20.37
Total with Taxes	334.63

Reviewed By: _____ Approved By: _____

Frequently Called Numbers Report

The Frequently Called Numbers Report sorts and displays call records by frequency. It sorts and displays each digit range, the number of times a call was made or received on this number, the actual digits, location including province/state and country, duration, and cost.

MDR Oakville

Frequently Called Numbers Report

Frequency > 25

Time/Date:

Incoming Calls

Frequency	Digit Pattern	Actual Digits	Location	Duration	Cost	Comments
26	2045551111	204 555-1111	WINNIPEG MB CAN	4:11:30	20.34	Winnipeg Office
28	4165552001	416 555-2001	TORONTO ON CAN	4:16:15	0.00	Toronto Office
35	3125552000	312 555-2000	CHICAGO IL USA	3:22:06	37.25	
43	4085557211	408 555-7211	SAN JOSE W CA USA	2:38:27	75.28	
43	2485557777	248 555-7777	SOUTHFIELD MI USA	6:23:26	92.78	

Outgoing Calls

Frequency	Digit Pattern	Actual Digits	Location	Duration	Cost	Comments
51	7034165554005	0 416 555-4005	TORONTO ON CAN	3:24:00	148.22	
57	70309055550000	0 905 555-0000	MALTON ON CAN	7:14:52	107.28	Warehouse
73	70312025551555	1 202 555-1555	WASHINGTON DC USA	8:20:36	138.17	
89	70314185552222	1 418 555-2222	RIMOUSKI PQ CAN	7:51:30	221.35	
98	70314085552121	1 408 555-2121	SAN JOSE W CA USA	8:56:54	291.99	

TOTALS

543	**56:39:36**				**1132.66**	

Reviewed By: _____ Approved By: _____